The ASYCUDA Programme and Burundi Revenue Authority developed a Single Window module for the automated processing of medical imports.

**Situation**

The procedure for requesting authorization to import medical products was manual and complex. Firstly, importers submitted paper requests to the National Medicines Regulatory Authority (ABREMA) – which cost money and took between two weeks and one month. ABREMA would then need approval and physical signatures from the Ministry of Public Health.

**Solution**

In July 2021, the ASYCUDA Programme, Revenue Authority, ABREMA and Ministry of Health, made live within the ASYCUDA-based Single Window, a module that digitalizes the procedure for approving the import of medicines.

**Result**

Between July 2021 and May 2022, the module facilitated the:
- Contact between traders and ABREMA personnel, reducing trade costs
- Submission of 3,249 requests, of which 2,864 were authorized
- Processing of 71% of requests in less than 24 hours and 13% between 24 and 48 hours, and 16% between 48 hours and nine days
- Entire processing of applications at ABREMA, which now manages all the requests
- Generation of trade data on the import of medicines, available 24/7 in real-time

There will be no more waste of time, no more back and forth, no more endless discussions and arguments between declarants and customs officers.

**Representative of declarants in Burundi after the presentation of the Single Window for Trade**

**Partner:**

Office Burundais des Recettes
**Total number of customs offices**

- **26**
  - **21** Computerized
  - **5** Paper-based

**Volume of activity** (2021)

- **Exports (2021)**: 101 Million $
- **Imports (2021)**: 983 Million $

**Customs annual revenue evolution** (Million $)

- 2017: 191
- 2018: 178
- 2019: 204
- 2020: 237
- 2021: 283

**Persons trained**

- **321** Men
- **418**
- **97** Women

**Transit declarations**: 1,195

**COVID-19**

- Men: 321, 418
- Women: 97